**SRXGRO002A exam preparation**

**DEAL WITH CONFLICT**

**1 Identify conflict situations**

1. Identify (quickly) signs and possible causes of conflict
2. Determine accurately the stage of the conflict, with respect to progression and possible escalation
3. Take swift and tactful action to prevent escalation
4. Identify (quickly) situations where personal safety of clients or staff may be threatened and organise appropriate assistance (if required)
5. Identify factors within the individual or workplace environment which relate to the developing conflict

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| Previous exam |
| Notes (A. how did we achieve this element? B. key words and brief summary – refer to the range statements) |

**2 Implement conflict resolution strategies**

* 1. Take responsibility for resolving the conflict within scope of individual responsibility
  2. Clarify **factors and issues relevant to the conflict**
  3. Demonstrate correct use of ***conflict resolution techniques*** to manage the conflict after consideration of the particular situation
  4. Identify **options for resolution** of the conflict which allow for constructive responses to be negotiated and enable established work relationships to continue
  5. Encourage, treat with respect, and accept (where appropriate) all points of view during negotiations and discussions

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| Previous exam |
| Notes (A. how did we achieve this element? B. key words and brief summary – refer to the range statements) |

**3 Use effective interpersonal skills**

* + 1. Demonstrate use of effective verbal and non verbal communication during negotiations (including body language, questioning, language style, active listening and reflection)
    2. Provide assertive feedback, and receive feedback non-defensively during negotiations

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| Previous exam |
| Notes (A. how did we achieve this element? B. key words and brief summary – refer to the range statements) |

**RANGE STATEMENT**

**CATEGORIES**

**Conflict resolution techniques**

* approaches to conflict resolution include
  + withdrawal
  + smoothing
  + compromise
  + forcing
  + confrontation
  + problem solving
    - compromise
    - majority vote
    - arbitration

**Conflict situations**

* situations may include
  + client complaints
  + conflicts among work colleagues
  + conflict between clients/participants

**Factors related to conflict**

* factors contributing to conflict may include
  + opposing attitudes, values, beliefs
  + individual versus group goals
  + workload
  + stress
  + limited resources

**Interpersonal skills**

* communication
  + verbal
  + non-verbal
* questioning
* listening
* paraphrasing
* negotiating
* feedback

**Options for resolution**

* win - win
* win - lose
* lose - lose

**Workplace environment**

* sectors of the sport and recreation industry
  + fitness
  + sport
  + community recreation
  + outdoor recreation